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COMMONWEALTH OF VIRGINIA

RECORDS AND INFORMATION
MANAGEMENT WEEK

April 3–9, 2005

Mark your calendars!
Activities are planned for April 5, 6, and 7.

Further information on the week
will be available at
www.lva.lib.va.us/whatwedo/records/rectrain/index.htm

We hope you enjoy this issue and welcome your comments and suggestions for future editions.

THE c o m m o n w e a l t h
RecordsManager

New Year Brings New Initiatives

Bob Nawrocki, CRM, State Records Administrator

First let me wish you a happy and prosperous new year. 2005 will be a busy year for the Records Management and Imaging Services Division. RMISD has a number of major initiatives ahead of us in addition to our many ongoing tasks.

The first major initiative involves the Virginia Public Records Act (VPRA). Last year the legislature created a study commission to review the effect of electronic records on the VPRA. A bill has been introduced into the legislature to make some minor modifications to the current act, primarily changing some definitions and placing the retention periods for medical records under the records retention and disposition schedules rather than as a part of the act.

RMISD will be forming a focus/work group to review the existing VPRA and make recommendations to the study commission about additional changes that are required. We would like to make this group as inclusive as possible and would like to invite those who are interested in helping us to let me know. You can volunteer by sending a message to recman@lva.lib.va.us.

Our second initiative involves the acquisition of new records management software to manage the State Records Center. The new software will manage the records and the security microfilm now stored in the State Records Center. It will be Internet based so that users will be able to electronically request boxes, bar codes and request reports rather than sending in requests manually. Ideally the new software will be flexible enough to manage digital as well as analog records.

This will be a Commonwealth contract. Once the contract is awarded, anyone else in the Commonwealth will be able to use it to purchase records management software.

The challenge of managing electronic records, whether converted or born digital is one that will involve all commonwealth records managers for the foreseeable future. Our approach needs to be both flexible enough and strong enough for us to be able to manage and preserve state and local government records. In doing so though we cannot ignore the fact that analog records will still exist and need to be managed appropriately as well. We will continue to address all records management issues no matter what the media. Chris Gorey, the Electronic Records Coordinator is preparing a long overdue revision to the Electronic Records Retention and Disposition Schedule. In 2005 he will also be updating and expanding the Electronic Records guidelines. Please contact Chris for further information or to make any suggestions.

The RMISD is here to provide you with the help and assistance that you need. Please let us know if you have any questions, comments or suggestions.

Opportunity
for joining the discussions of the VPRA

The Virginia Records Officer Listserv (VA-ROL) will be used by RMISD for promoting discussion on the changes to the VPRA during the second year of the study.

To subscribe to VA-ROL, go to the Records Management Home Page (www.lva.lib.va.us/whatwedo/records/index.htm) and click on the link for VA-ROL. Follow the directions for subscribing. If you have problems, contact Jeff Snyder for assistance.

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THE COMMONWEALTH
RecordsManager

This newsletter is published twice a year, in the summer and winter, to keep the records officers of the Commonwealth of Virginia apprised of their responsibilities as the caretakers of state and local government public records. Reader participation is invited.



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UPDATE ON WORKSHOPS, SCHEDULES, AND VPRA STUDY

Terri Reitz, Manager – Records Analysis Section

Well, the holidays are over and now it is time to turn our attention back to more serious topics like skiing conditions and records management. What do the two have in common? Slippery slopes! If you don't know the basics for either topic, it is a battle to master the elements for a successful experience whether it be for fun or work. Page 7 (of this CRM) is the RM workshop session list for April. Keep an eye on our website (<http://www.lva.lib.va.us/whatwedo/records/index.htm>) for additional workshops throughout the state.

A thank you to those records managers and officers who contact RAS to update their information on the Records Officer Contact List. If you haven't checked the entry for your office, county, city, etc., please do so at your earliest convenience. If any of the information is incorrect or missing, contact your records analyst with updates.

The Section is reviewing and revising the following General Schedules this year.

Schedule	Record Schedule Title	Analyst
GS 3 & 103	Personnel	Walsh
GS 4	County, City & Town Administration	Riter
GS 6	Land Use and Public Works	Snyder
GS 13	Commonwealth's Attorney	Walsh
GS 14	County & Municipal Attorney	Walsh
GS 19 & 101	Administration	Riter
GS 23 & 110	Electronic	Gorey
GS 25	Community Corrections Act Program	TBD
GS 27	Court Appointed Special Advocate (CASA)	Walsh
GS 29	Criminal Justice Training Academy	TBD
GS 30	Virginia Alcohol Safety Action Program (VASAP)	TBD
GS 111	College & University Records	Riter
GS 720	Mental Health, Mental Retardation & Substance Abuse Service	Snyder

If you have a new series to be added or changes to be made to the existing series on these General Schedules, please contact the analyst listed for each schedule by telephone or e-mail, e-mail recman@lva.lib.va.us, or call 804-692-3600 to give us your input. If you have new series for the other General Schedules not listed above, please contact your records analyst so RAS may add those new series as they identified.

The Virginia Public Records Act Study, authorized by the General Assembly, started this past July. If you are interested in joining a focus/work group to provide suggestions for changes to the VPRA, please send a message to recman@lva.lib.va.us to volunteer. This is your chance, as a Commonwealth's records manager or officer, to be heard and solve some of the records management challenges that we all face to provide an effective and efficient program in our respective offices.

NAGARA* ANNUAL CONFERENCE July 20 – 23, 2005

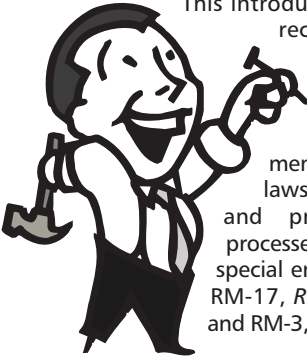
Omni Richmond Hotel
Richmond, Virginia

Further details: www.nagara.org
*National Association of
Government Archivists and
Records Administrators

Records Management Workshops

These free workshops are designed for all designated Records Officers and others who have records management responsibilities. For further information on the workshops or to register on-line go to <http://www.lva.lib.va.us/whatwedo/records/retrain/index.htm>. Any changes or additions will be posted to our Web site.

Records Management 101: The Basics



This introductory workshop on the basics of records management is the first records class on which the other LVA's records management workshops build on. It is an overview of records management including benefits, terminology, laws and regulations, records lifecycle, and program elements. Disposition processes and procedures are covered with special emphasis on the completion of the RM-17, *Records Transfer List and Receipt*, and RM-3, *Certificate of Records Destruction*.

April 13, 2005	Library of Virginia Richmond, 9:00 a.m.–noon
September 21, 2005	Library of Virginia Richmond, 9:00 a.m.–noon

Managing your Paper and Electronic Records

Messy desks? Messy computer drives? Unable to find the information you need? This class will provide information on records storage and retrieval (filing) systems, files classification systems, equipment, and maintenance and control for managing paper and electronic recordkeeping systems. The workshop will also discuss inactive records maintenance and storage.

April 13, 2005	Library of Virginia Richmond, 1:00–4:00 p.m.
September 21, 2005	Library of Virginia Richmond, 1:00–4:00 p.m.

The Next Step-Intermediate Records Management

This workshop builds on the introductory course "Records Management 101 – The Basics" and is targeted to assigned agency/locality records managers/coordinators who are responsible for the agency's records management program. This presentation will discuss the processes for identifying new and existing official record files as well as collecting the information needed to produce effective records retention/disposition schedules. Obtaining management and staff support for the records management program, implementing the schedules within the office, and auditing the program's effectiveness will also be covered.

April 20, 2005	Library of Virginia Richmond, 9:00 a.m.–noon
September 28, 2005	Library of Virginia Richmond, 9:00 a.m.–noon

Managing Electronic Records – A Technical Approach

The workshop will provide practical real-world advice and guidance in the management of websites, email, database systems, local area networks, and individual workstations from a sound records management perspective. It has been designed for agency and locality IT personnel as well as records managers seeking a greater knowledge of technical solutions for managing electronic records.

April 20, 2005	Library of Virginia Richmond, 1:00–4:00 p.m.
September 28, 2005	Library of Virginia Richmond, 1:00–4:00 p.m.

Business Continuity/Disaster Planning: A Proactive Approach to Protecting Your Records

The topic of disaster planning is discussed with a two prong scheme. The workshop first takes a proactive approach (business continuity) and will focus on risk assessment and the mitigation of those risks. Identification and preservation of vital records is discussed. The second approach (disaster planning), is more reactive in nature and examines what can and should be done if a disaster occurs. Planning for, recovery from, and available resources are covered.

October 5, 2005	Library of Virginia Richmond, 9:00 a.m.–noon
April 27, 2005	Library of Virginia Richmond, 9:00 a.m.–noon

State Records Center

This session describes the services provided by the State Records Center and includes a tour of the facility. A guide for using the State Records Center designed for Records Officers, Records Coordinators and designated records management staff will be provided to each attendee.

April 27, 2005	Library of Virginia Richmond, 1:00–4:00 p.m.
October 5, 2005	Library of Virginia Richmond, 1:00–4:00 p.m.

Basics to Business Continuity (and everywhere in between)

This two-day workshop will provide attendees an overview of all phases of managing recorded information, from defining a record to inventorying and scheduling records through file organization and access to information security finishing with business continuity and disaster recovery. Will two days make you an expert? No, but it will provide an understanding of the wide range of records and information management issues, ideas for proceeding in basic and advanced areas of records management, and resources for further learning.

As arranged.

A Different View

G. Mark Walsh, C.A., Records and Information Analyst

It has now been over six months since I started at the Library of Virginia. In that time I have come to meet many good records officers working hard to ensure the management of recorded information under their custody. Virginia has many positive aspects to its records management activities that make it quite different from other places I have worked in Manitoba and Ontario, Canada.

Let me compare for a moment, my experiences in Ontario as a Recorded Information Management (RIM) consultant. The work provided many opportunities to get a closer look at how a different jurisdiction looks after the management of public records.

Ontario is a province. Canadian provinces function much like states, and the records issues are almost identical – electronic records, scheduling, destruction of information of temporary value, space shortages, e-government, email, and so on.

Like the Commonwealth and its Library of Virginia, Ontario's lead RIM agency is the Archives of Ontario (AO). Unlike Virginia, Ontario does not have a Records Analysis unit within its lead RIM agency. Instead the records analysis function is in the Information Management Solutions Unit within the same department as the AO – the Management Board of Cabinet Secretariat - but coordination between the two is not as smooth as the LVA where both functions are under one roof. Analysts in Information Management Solutions (IMS) contract out their services to agencies with daily rates. Services range from writing retention schedules through creating file classification plans to schedule implementation and records destruction. IMS also operates the Government of Ontario Records Centre. Agencies and departments do not, for the most part, have their own records officers but have legal services branches that are responsible for reviewing retention schedules.

In spite of problems of coordination that are outside its control, the Archives of Ontario continues to provide valuable assistance to provincial agencies. Scheduling guidelines along with RIM information bulletins and fact sheets are provided on its website for their benefit. (See <http://www.archives.gov.on.ca/english/rimdocs/index.html> for details.)

Retention schedules, once drafted, are submitted to a Senior Archivist at the AO for review – there is no Records Oversight Committee like Virginia. The Archivists in this provincial facility are organized by portfolios or business lines that include Central Agencies, Community Services, Political/Legislative, Transportation, Economics/Business, Human Services, Justice, and Land and Resources. In all, seventeen major ministries or departments are served through the portfolios, along with their related agencies, boards, and commissions.

My work took me to the Ministry of Labour, working with the Senior Archivist in the Business/Economics Portfolio. It was quite an experience – in a period of 2½ years approximately 250 records series were scheduled on 45 retention schedules. All records, regardless of

format, were included. Electronic systems and documentation, paper files, photographs, audio and video recordings, and the departmental website were among the formats scheduled.

All Senior Archivists at the Archives of Ontario compile and update a functional analysis for every provincial ministry. The approach is to determine which government functions the AO will seek to document. Information is gathered from a wide variety of sources – departmental publications, websites, organizational charts and anything else available of use in determining how the offices function. A useful document, the Functional Analysis serves as a road map for the acquisition of archival series by the Archives of Ontario. In the case of the Ministry of Labour, the Functional Analysis proved to be over ninety percent accurate in the identification of archival records series.

Ontario records retention and disposition schedules read like a combination of Virginia inventories (RM-20s), surveys (RM-19s) and schedules. The end result is that there is a great deal of narrative information, allowing for a clear picture of the creation, receipt and use of recorded information. The one drawback of this approach is that large series entries have so far defied inclusion in a records management software application like the LVA's GAIN.

Common schedules (equivalent to our general schedules) provide authority for the disposition of administrative (a large schedule that combines human resources, purchasing, facilities, financial, audit, IT, and other administrative records), communications, and legal services records.

Without a doubt one of the greatest differences between Virginia and Ontario in public records is local government. Assistance is not provided to municipalities, counties or local agencies even though they are obliged to manage their records by the terms of Ontario's *Municipal Act* and *Municipal Freedom of Information and Protection of Privacy Act*. Municipalities at the city or county level tend to operate their own independent records programs, with retention schedules set up as municipal ordinances or by-laws as they are called in Ontario.

There are some obvious differences in approach and language. There "RIM" stands for "Recorded Information Management", while here it usually is taken as "Records and Information Management." In the main, however, whether discussing a records center or centre, records of Labour or Labor, the goals and methods of public sector records management are quite similar.

Committee continued respect to electronic records. The committee will also be a forum for vendors to address records management issues raised by the use of their products. For example, RMISD has been contacted by Microsoft regarding the development of Commonwealth policies that will allow Microsoft's Information Rights Management products to be used by state government.



The WRVA Collection: *Preservation and Access*

Allison Thiem, Research Archivist

WRVA, a community radio station owned and operated by Larus & Brother Company, manufacturers of Edgeworth Smoking Tobacco and other tobacco products, was officially dedicated on November 2, 1925. The radio station, only the third to go on-the-air in Virginia, initially broadcast only two evenings a week. Within 10 years, it grew to one of the largest in the Commonwealth, increasing its broadcasting time to around the clock, seven days a week. It was affiliated with two broadcasting companies, National Broadcasting Company and Columbia Broadcasting System, and eventually dominated the airwaves across Virginia.

The WRVA collection at the Library of Virginia includes sound recordings of speeches, news broadcasts, musical shows, and electrical transcriptions, photographs, and business records which contain advertising promotions, broadcast schedules, rate cards, news clippings, newsletters, interviews with performers and staff, histories and anniversary booklets. This collection, dating from 1925 to 2000, was donated to the Library by WRVA in 2000 as the station was moving from its home in Church Hill to new quarters in the West End. It is an important addition to the Library's research archives for historians and researchers looking at the growth of radio in Richmond and the Commonwealth.

LVA staff including Archivists Jay Gaidmore, Jim Greve, and Trenton Hizer collected the material and moved it to the State Records Center. A comprehensive inventory of the collection was completed, including an item level inventory for the discs and reel to reel tapes. In order to process and preserve these sound recordings, The Library of Virginia obtained a grant through the National Historical Publications and Records Commission (NHPRC). NHPRC stipulated the selected sound recordings to be preserved had to be unique to Virginia and not preserved elsewhere in other institutions.

LVA staff identified specific sound recordings to be preserved onto newer media for research use. The original recordings were on reel-to-reel tapes and lacquer and acetate recording disks. Much of the recording mate-

rial had/has conservation problems including broken disks, biological contamination, brittle or sticky tapes, etc. This conversion was outsourced to The Cutting Corporation Archival Sound Labs in Bethesda, Maryland as they had the equipment and expertise to rerecord the material from these delicate originals. The company created preservation masters on reel to reel tapes as well as access CDs for use by the public and returned the originals to the Library for further conservation.

Once the access and preservation copies were made, the items were cataloged and a finding aid was created. These sound recordings may now be accessed by anyone across the Commonwealth through the Archives and Manuscripts Catalog at The Library of Virginia's homepage at www.lva.lib.va.us. In-house use and interlibrary loan of the CDs is available for The Library of Virginia patrons.

New Joint Advisory Committee on Electronic Records

Chris Gorey, Electronic Records Coordinator

The Joint Advisory Committee on Electronic Records (JACER), with members from The Library of Virginia (LVA) and Virginia Information Technology Agency (VITA), was established this past fall. The committee will address records management issues raised by the increased creation and use of electronic records within state and local government. Such issues include effective management of electronic mail, developing state-wide specifications for records management and digital imaging software, researching digital authenticity issues (including the use of digital signatures), and effectively managing digital GIS information.

Through JACER, state and local agencies will be able to provide input into the policy-making process with **see Committee, page 6**

When Good Microfilm Goes Bad: *Recovering Wet Microfilm*

Jeff Snyder, Records and Information Management Analyst

I remember the day well. It was August 29, 2004. I was in Chesapeake earlier that day, giving a presentation. The trouble didn't start until I was on my way back to the Library of Virginia. In the last 70 miles back to Richmond fell some of the heaviest rain I had ever witnessed. By the time I arrived back in Richmond, Shockoe Bottom was already beginning to flood. Up the street at the Library, a colleague of mine and I decided to convoy our way home, "just in case." As it turned out, the remnants of Gaston turned our commute of 40 minutes into an 8 hour adventure. We made light of our situation, but it was no laughing matter; people died that night due to those "remnants". As I was personally feeling the effects of too much water, the basements of Richmond homes and buildings were flooding. In one such basement, 200 reels of microfilm soon found itself under murky flood waters (More about this later).

In our last issue, I discussed how water can gain access to our records. As you recall, the emphasis was on paper records. In this issue, the focus is on microforms and specifically, the treatment of wet microfilm.

Types of Microfilm

In order to properly respond to a wet microfilm emergency, we must first know what type of microfilm we are dealing with. Let's briefly discuss the 3 most common types of microfilm.

Silver Halide film is similar to camera film, a polyester base with a coating of silver halide emulsion. This film is used when filming the paper source documents as the emulsion's light sensitivity creates a highly detailed negative of the image. It is also known as archival microfilm as it is suitable for the preservation of permanent records when stored under optimal conditions. The film must be carefully handled as it is overly sensitive to light and humidity and susceptible to scratches. If properly stored, silver microfilm may last over 100 years. It is from this film that copies are made for every day use.

Diazo film is a non-silver film used exclusively for contact printing. It is produced by using ammonia gas or liquid and displays a black or blue image from the original silver halide film. This type of microfilm is excellent for everyday use as it cheap to produce and extremely durable. As it is a copy, the image quality not as good as Silver Halide and has a shorter life expectancy of 50 years or less.

Vesicular film is created by utilizing a heat process and records the images by using tiny bubbles (vesicles) on the film itself. It is used extensively with COM (computer-output microfilm) and not considered to be as effective for reproduction of silver halide for everyday use. The film is extremely sturdy, able to withstand high humidity, and may be handled in daylight. Its archival lifespan is the shortest of the three; only 10- 20 years.

Now that we've familiarized ourselves with the different types of microfilm, let's cover some treatment methods should our microfilm become wet.

Worst Case Scenario

You get the call at 7:00 AM from your director. The basement of your facility is flooded and your microfilm is in standing floodwater. Let's discuss how to handle the situation.

As always, human safety first. If the area inside the building containing the microfilm has standing water, do not enter until the power is cut and there is no threat of electrocution.

Flood water, whether standing or flowing, is never just "water". It is a mixture of chemicals, petroleum products, and/or raw sewage. Do not wade into flood waters without protection such as waders or a waterproof suit.

Remove all film to a secure area for triage.

The Next Step

Ok, you've managed to get in there safely and remove your wet microfilm. Now what?

If the master copy (silver halide) has avoided exposure, that is to say dry, your best option may be to create a new silver halide duplicate.

If the silver halide is wet, DO NOT allow the film to dry out. If possible, place the wet film into containers filled with distilled water. Ship film to a commercial processor for treatment ASAP.

Vesicular and diazo microfilm is sturdier in nature. Rinse with clear water and air dry or wipe dry with a soft cloth.

What if? (Special Case Scenarios)

As promised, let's return to the wet, victim-of-Gaston microfilm that I mentioned at the beginning of this article.

The Records Manager called me two days after Gaston and informed me, through no fault of his own, that his original, silver halide microfilm had been in standing water but was now almost dry. This situation raises the question: What do you do if your master copy (silver halide) has become wet without your knowledge and has begun to dry?

If the microfilm is in a box, place the boxes in plastic freezer bags. In each bag, place a wet towel. This will allow the film to slowly absorb moisture and will give the processor the best chance to recover the film.

Send to a commercial processor ASAP.

Through the Records Manager's quick actions, and with the expert assistance of the Kodak Disaster Recovery Lab in Rochester, New York, the wet microfilm was completely recovered. (Well done Larry, and thanks!)

By being aware of the types of microfilm you have, and knowing the recovery/treatment methods for each type, you can be ready to respond should your "good microfilm go bad"

What Is a FERPA?

Do you remember when the teacher would give a test and then pass the test papers around the room to let a classmate grade your paper? Did you ever think that practice would wind up in the United States Supreme Court? In 2002 the Supreme Court issued a ruling on the grading of papers by a classmate. The case was brought by a concerned parent who considered the practice to be a violation of FERPA.

FERPA is the Family Educational Rights and Privacy Act. This act governs the access to and disclosure of student educational records. The act also provides a method for parents, guardians or the student to amend the educational record if they think that it contains informational errors, much like the process to correct credit reporting errors. For those of us who are parents or guardians of school age children, we are touched by this federal legislation. The intent of this article is to provide you as a records manager with some basic information about the legislation.

What does it mean to us as records managers? It means that access to a student educational record is limited. FERPA lays out the procedure for access, and denotes who has access to those records. Basically under FERPA only the parent, guardian or student has access to the student educational records. It also specifies what information may be released to the public by the school division without the consent of the parent, guardian, or student. There are other exceptions that are given by the Act but they will not be discussed in this article.

Once access has been requested by a parent, guardian, or student, the school must provide the student's records within 45 days. The school district may charge a fee for copies if requested; but not for the right to inspect and review the student official record. Under no circumstance is the educational institution allowed to charge a fee for searching or retrieval of the records.

FERPA also states that once a student attains the age of 18 or is in post-secondary education "the rights accorded to, and consent required of, parents under this part transfer from the parents to the student."

FYI: How to . . .

"Care and Handling of CDs and DVDs" by Fred R. Byers, a technical staff member in the Convergent Information Systems Division of the Information Technology Laboratory, was published by National Institute for Standards and Technology (NIST) and the Council on Library and Information Resources (CLIR) in October 2003. The guide was written to provide guidelines for librarians and archivists who want to maximize the lifetime and usefulness of optical discs specifically CD and DVD media. The report discusses the various types of CDs and DVDs currently in use, how they are made, how they work, and how to care for them as well as disc longevity and conditions that affect life expectancy. Among the recommendations listed in the quick reference guide:

- Handle discs by the outer edge or the center hole.
- Use a non-solvent-based felt-tip permanent marker to mark the label side of the disc.

Russ Riter, Records and Information Management Analyst

This was brought to my attention when my oldest daughter went off to college. The school informed me that unless she gave her permission, I would not be able to view her grades or other educational information. There is an exception. FERPA does allow the parents or guardians access to these records if the student is a dependent under IRS guidelines.

The school must notify the parents, guardians or eligible student annually of their rights under this act which include:

- the right to inspect and review the education records;
- the right to seek amendments if they believe the records to be inaccurate, misleading or an invasion of privacy rights;
- the right of consent to the disclosure of personally identifiable information except that which is allowed to be disclosed under the law.

Student directory information is specifically allowed to be released by the school. This type of information is considered not to be harmful or an invasion of privacy if it were released. It may include name, address, telephone number, email address, participation in officially recognized activities and sports as well as honors and awards. The parent, guardian or eligible student may opt out of the release of this type of information during the annual notification process.

However, the release of personally identifiable information from the student record requires a signed and dated consent from the parent, guardian or eligible student. The consent must specify the information to be disclosed, the purpose of the disclosure, and to whom the disclosure is to be made. Copies of the information disclosed must be provided, if requested, by the parent, guardian or eligible student. Protection of student educational records is the primary goal of FERPA.

Remember the Supreme Court case earlier in this article? The Court ruled that this practice was not a violation of FERPA because these tests and results were not educational records until the grades were entered into the teacher's grade book.

- Keep dirt or other foreign matter from the disc.
- Store discs upright (book style) in plastic cases specified for CDs and DVDs.
- Return discs to storage cases immediately after use.
- Store discs in a cool, dry, dark environment in which the air is clean.
- Do not touch the surface of the disc.
- Do not use adhesive labels.
- Do not store discs horizontally for a long time (years).
- Do not expose discs to extremely rapid temperature or humidity changes.
- Do not scratch the label side of the CDs.
- Do not use a pen, pencil, or tine-tip marker to write on the CDs.

The 50 page guide may be found on the NIST web site at <http://www.itl.nist.gov/div895/carefordisc/CDandDVDCare-andHandlingGuide.pdf>.